

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**SYSTEMS ANALYST I
INFORMATION TECHNOLOGY DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs responsible professional work in the evaluation, analysis, design and implementation of complex information processing systems and procedures. Employee reports to either the Technical Support Manager or IT Support Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for evaluation, analysis, design and implementation of complex information processing systems and procedures. Work involves troubleshooting infrastructure issues as well as finding solutions to users' systems and application problems. Additional responsibilities include evaluating current system programs and making recommendations for changes; installing hardware and software; and providing training and assistance to users. Employee is responsible for providing supervisor and technical direction on a project basis. Employee is also responsible for developing and maintaining appropriate project documentation and maintaining up-to-date knowledge and skills in the field. Tact and courtesy are required in frequent contact with contractors, vendors, consultants and the general public. Considerable judgment is required in making decisions with a high degree of accountability. Work is performed under general direction of either the Technical Support Manager or IT Support Manager and is evaluated through conferences and the analysis of program achievements.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Analyzes, evaluates and reviews systems and procedures to provide solutions to reported problems or to improve current operations; communicates evaluations, alternatives, solutions and recommendations to management, users and co-workers.

Designs and implements systems and programs on a system-wide basis.

Confers with user department personnel and management to resolve program intent, in-put and out-put requirements, data accuracy and the use of internal checks and controls.

Receives and discusses new or modified systems projects objectives with a supervisor; individually conducts or serves as a project leader for the research and analysis of existing systems and procedures; documents findings and develops general systems concepts.

Develops requests for proposals to help meet City needs; provides executive summary of feature sets and costs to management or customers.

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Evaluates existing applications, infrastructure and systems programs to take into account changes in system requirements, software releases or equipment configurations.

Analyzes software packages to determine feasibility and plan implementation.

Receives and discusses new or modified systems projects objectives with a supervisor.

May conduct or serve as project leader for the research and analysis of existing systems and procedures.

Communicates with vendors to help make decisions about equipment, obtain equipment, and troubleshoot problems with equipment.

Serves as technical advisor to City computer system users and staff to determine feasibility of implementing information processing systems in cases where existing and proposed systems are difficult and complex; prepares design proposals for new or modified systems; maintains liaison with computer system users to determine requirements for new systems or enhancements to existing ones; evaluates new information processing system techniques, systems and procedures for applicability to City applications; makes recommendations for purchases and use of resources to management; coordinates activities between users and department during system development and implementation phases.

Maintains infrastructure and computer programs; evaluates, designs, programs, tests and implements complex information systems and procedures; evaluates complex test data and unit tests to assure correction of program errors; evaluates and modifies existing programs or modifications to existing ones to ensure correction of program deficiencies by revisions to instructions or altering the sequence of operations.

Trains information processing system users in the use of current or new applications and procedures.

Attends meetings and provides input based on expertise and observations, as appropriate; maintains liaison with other departments to ensure smooth flow of operations and communication.

Attends seminars, conferences, workshops, classes, lectures, etc., as appropriate, to enhance and maintains knowledge of trends and developments in the field of computer infrastructure; reviews professional journals and other documents, and may attend association and professional meetings, and otherwise maintains contacts with information technology professionals to facilitate the exchange of information.

Maintains up-to-date and hands-on knowledge of new software/hardware applications and configuration techniques.

Monitors jobs during weekends or other off-hours; remains on call during weekends, holidays and irregular shifts; remains on call to cover hours missed by absent colleagues.

Responds to assigned minor requests from outside users; copies files; sets permissions; installs software; configures workstations; answers users' questions regarding queries.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

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Considerable knowledge of computer infrastructure, electronic computers, and peripheral equipment used by the City.

Considerable knowledge of information processing equipment, systems and methods.

Considerable knowledge of the principles and techniques of systems analysis and design and its application to information processing.

Considerable knowledge of office procedures, methods and practices.

General knowledge of the current literature, trends, and developments in the field of large-scale electronic computer operations and personal computers.

Skill in the operation of common office machines, including popular computer-driven word processing and file maintenance programs.

Skill in recognizing, analyzing, and providing solutions to difficult information processing problems.

Ability to effectively manage projects.

Ability to solve problems.

Ability to recognize, analyze, and solve moderately complex problems in a logical manner.

Ability to communicate effectively orally and in writing.

Ability to prepare clear and concise instructions, and convey them orally and in writing.

Ability to speak before groups of people.

Ability to analyze operations and to organize their component parts into logical systems.

Ability to detect and correct system failures and report programming failures.

Ability to coordinate and evaluate the work of others.

Ability to exercise considerable independent judgment and initiative in independently performing assigned projects.

Ability to revise production and testing schedules for the achievement of maximum computer time utilization.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in computer science, data processing, information systems or a related field, and 1 to 3 years of programming experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

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Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 19

Exempt